

Summary of Siebel Chart Testing

The systematic testing of charts in OCTS 2.0 comprised of checking all of the GUI and data functionality. The chart format in the application consisted of counting items (cases, accounts, contacts, etc.) in the context of a variable (cases by ombudsman, accounts by account type). The first method of testing was to 'physically' test the GUI functionality which included all buttons and drop boxes. These items included : the Period Drop Box, PickList Types Drop Box, and the Expand button. The second method of testing was to review the actual data being graphically represented and compare it to the actual data in the list applet. For example, if there were 14 Contacts with the Customer Type 'Customer', then 14 should have been the value represented in the chart. More detail on this testing is below:

GUI Functionality

Period Drop Box: This option is only available for charts that have a date field on the X axis. These charts would track, for example, 'Number of Activities by Due Date' and would sum up the activities for a certain due date. This option lets the user pick a period to view the data by day, week, month, quarter, or year. The test involved picking each date period and verifying that the chart matched the data with the dates from the list applet.

PickList Types Drop Box: Some of the charts allow the user to select what the X axis will be, therefore allowing the user to select what fields are being charted. For example, on the Issue Charts the user can select, via the PickList Types Drop Box, the number of Issues by Status, Sub-Status, or Ombudsman. This data is then graphically represented in the chart. This GUI is tested by choosing each option in the drop box and then verifying the correct data in the list applet.

Expand Button: The Expand Button enlarges the chart so that it comprises all sectors of the application. It can be pressed again to revert to the normal two sector high applet. It was test by enlarging each chart and then reducing it to normal size.

Data Functionality

The charts count the number of records specified in the fields of the list applet. If there is an error in the chart, the error would have to be traced to the actual data and not the chart functionality itself. Charts in Siebel count the number of items designated by the field names and then graphically represent this. If there are 192 Accounts with Account Type 'Partner' in the data, then that number will be charted.

To test this functionality the actual number of records was noted and then counted on the chart so that the numbers would match. Certain queries were then run to isolate certain data elements. The query produced a smaller number of records in the list applet and then this data was counted in the chart. Thus the numbers are shown in the test document as '99/6'. "99" is the total amount and "6" is the queried amount.